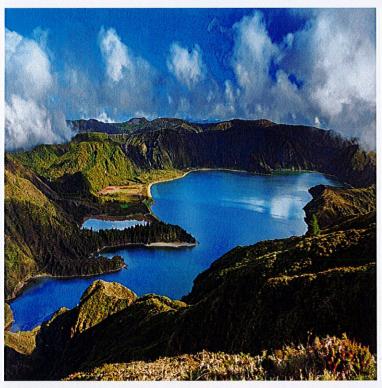
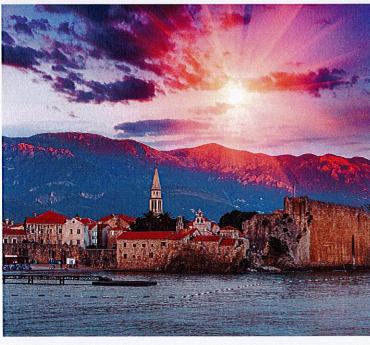


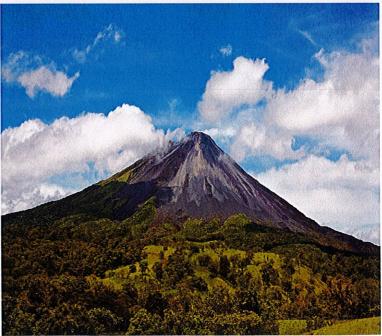
DISCOVER the WORLD

EDUCATION









Safety Management System Policy 2023

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The prime objective of Discover the World Education (from this point noted as 'DTWE') in producing this safety management system document is to ensure that issues which could compromise the safety of our customers are reduced to a level which is as low as reasonably practicable. This will be achieved by working with our suppliers to encourage that best practice is adopted where local laws and standards fall below those expected by our customers.

The Safety Management System (SMS) should ensure that where safety standards fall below those detailed within, that actions to remedy the situation are taken to rectify the situation to a satisfactory level within agreed time scales to agreed standards and to put into place control measures where appropriate.

DTWE intends to implement the process set out in the SMS to ensure that all accommodation, excursions and transport contracted will fall within the scope of the SMS.





Health & Safety Policy Statement

The Directors, Management and Staff of Discover the World Education recognise that client safety is a primary part of the business and they are committed to ensuring that all reasonable measures are taken, so that our clients are assured of a high level of safety. This content of the Safety Management System contained within this document refers solely to the operation of the student travel programme and not to the wider company structure.

The management and staff of the study tours programme will achieve this by ensuring that:-

- All reasonable measures are taken so that our clients are assured of a high level of safety throughout their tour.
- Safety issues are paramount and such issues will always take priority.
- We are committed to provide resources both financial and physical to implement the safety management policy.
- We will require our suppliers to provide safe transport, excursions and accommodation and comply with current local and national standards.
- Personnel are competent to respond efficiently in the event of an emergency.
- We establish and maintain effective systems of communication with clients and providers.
- We carry out regular reviews and as appropriate to update the formal Safety Management System.
- All personnel are responsible for monitoring and improving safety standards and they will receive appropriate training to maintain our safety policy and react to any emergency.
- In order to achieve the standards set out in our policy, DTWE has drawn up a Safety Management System in consultation with specialists in Health and Safety in the travel industry.

*Discover the World Education (DTWE) is the study tours brand within Discover the World Ltd.





Staff Responsibilities

This is a formal policy document setting out how DTWE is to ensure that the company safety objectives are met, managed and reviewed.

1.1 Health and safety planning and policy making - Discover the World Education

Primarily -

Lucy Ripley – Commercial Manager Simon Wells – Head of Product – Education Liz Lunnon – Head of Product - Holidays

Supported by -

Georgina Hancock – Marketing and Product Director
Clive Stacey – Managing Director & Founder
Mark Leaney – Financial Director
Georgina Hancock – Marketing and Product Director
Dan Stacey – Director
Sue McHugh – Head of Sales & Operations – Education
Katy Barlow – Operations Manager
Paul Furlepa – Finance Director
Sue Thorne – Head of HR

Policy making will be the responsibility of the Senior Management Team, who will ensure:

- Systems are developed for implementation of the safety management system policy.
- Competent persons are appointed to implement the requirements of the SMS.
- That the adequate resourced are provided to implement the requirements of the SMS.
- That the auditing regularly monitors the effectiveness of the SMS.

Planning will primarily be the responsibility of the Commercial Manager (Lucy Ripley) who will:

- Ensure that reviews and updating of the SMS are carried out.
- Ensure the participation of personnel in the development and implementation of the SMS procedures.
- Ensure personnel are trained and competent in the requirements of the SMS.
- Monitor the performance of the SMS and staff in its implementation, providing feedback to directors on success and areas where there is a need for improvement.
- Examine the trends identified by monitoring activities.
- Keep up to date with safety requirements and practiced to the provision of educational tours.



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1.2 Implementation – Discover the World Education

Primarily -

Lucy Ripley – Commercial Manager
Simon Wells – Head of Product – Education
Daniella Whittington – Contracts Manager – Education
Dewi Jones – Product Executive – Education
Kayleigh Tulley – Product Executive – Education
Beverley Skerritt – Product Administrator – Education

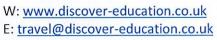
Supported by -

Liz Lunnon - Head of Product - Holidays Zara Hines - Head of IT Sue McHugh - Head of Sales & Operations - Education Victoria Sturley - Marketing Manager - Education Sarah Rimington - Sales Manager - Education Karen Corfield – Education Development Consultant Emily Child – Travel Specialist - Education Sonia Stephens - Travel Specialist - Education Marie Burr - Travel Specialist - Education Karen Southall - Travel Specialist - Education Ray Pletts - Travel Specialist - Education Sarah-Jayne Hawkins - Travel Specialist - Education Sohelie Zafar - Travel Specialist - Education Nicola Tynan – Operations Manager – Education Beckie Veisa - Operations Specialist - Education Beatrice Nicolae – Operations Specialist – Education Elena Larkin - Operations Specialists - Education Natasha Marks - Operations Specialist - Education Rebecca Veise - Operations Specialist - Education Trudi Curtis – Operations Specialist – Education Angela Thomas – Ticketing and Operations Specialist (Flights) Charlotte Porritt - Canada, Alaska and Polar Regions Product Manager - Holidays Silvena Nonev - Nordic Product Manager - Holidays Sari Kaufmann - Head of Product Development - Holidays Sally Smythson - Product Executive - Holidays Chloe Frank - Product Executive - Holidays Amy Knight - Product Executive - Holidays

Refer to staff training & qualifications list for further details.

Implementation will be the responsibility of all personnel who will:

- Be diligent in complying with the requirements of the SMS.
- Bring to the attention of the Department Manager any situation that has the potential for serious and imminent danger to clients
- Bring to the attention of their Department Manager any noted weaknesses in the SMS.





1.3 Review Commercial Manager (Lucy Ripley) will annually audit the quality and consistency if the implementation of the SMS procedures and provide feedback on standards to Directors.

The review will:

- Monitor the standard of accommodation and other facilities provided by agents.
- Review trends within feedback forms submitted by group leaders, guides and tour leaders or DTWE representatives and take appropriate remedial action to resolve safety issues.
- Ensure any required remedial action is successfully implemented.
- Keep up to date with new legislation and good practice via its involvement in the School Travel Forum and the travel industry.
- Appoint an independent auditor to externally verify the SMS annually.
- Internally review the SMS policy and procedures and take appropriate action to ensure it achieves its goals.
- Provide an annual report to Directors covering the above. (See appendix 1)

In the event of any accident, a comprehensive accident report will be completed and review of accident information carried out every 6 months to identify trends and confirm that required remedial actions have been implemented.

Accommodation

Introduction

In order to ensure the appropriate level of safety is achieved in all accommodation used by DTWE, a series of audit forms and checklists have been produced to ensure that a satisfactory standard is applied. This will allow a full assessment of the actual level of safety within accommodation used and allow a structured and targeted approach to safety.

Standards

Wherever possible DTWE will ensure that as a minimum accommodation complies with local and national standards. Operating worldwide makes it impractical to require UK standards. To ensure that reasonable acceptable standards are provided, a code of best practice has been drawn up to cover the areas of Fire Safety, General Safety and Swimming Pool Safety.

Additionally a minimum standard for Fire Safety has been accepted to ensure that action is taken to reduce the likelihood of totally unacceptable properties being used without interim measures being taken to increase safety levels whilst DTWE clients are accommodated.

Accommodation Contracted Directly

2.1 An initial inspection will be made of all accommodation featured in a brochure prior to use by clients. Following the initial inspection the premises will be visited a minimum every three years thereafter. The inspection will ensure that the accommodation complies with local and national fire, safety and hygiene standards (through supporting documentation) and additionally a set of specific standards.

Copies of the following documentation will be viewed in person or if possible, obtained:

- Confirmation that the accommodation complies with fire safety standards.
- The current insurance policy to include public liability.
- Confirmation of compliance with current hygiene regulations.

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The inspection will be to the standards established in the Accommodation Audit Form. (See Appendix 2)

2.2 Any accommodation used by more than five parties in one calendar year will be made the subject of a supplementary audit inspection within twelve months of this becoming evident.

The inspection will be to the standards established in the Accommodation Audit Form. (See Appendix 2)

2.3 Any accommodation unit used fewer than five times per year are required to comply with local and national fire safety and hygiene standards and have suitable public liability insurance.

Confirmation of compliance with this standard will be requested from the accommodation prior to it being used. This will be achieved by the use of a self-assessment form sent to the Owners/Managers of the property.

2.4 A schedule of accommodation will be maintained with the level of conformity status of the accommodation. Should any accommodation be graded as 'unsafe' it will not be used until corrective measures are put in place to the satisfaction of the qualified Hotel Auditors on the staff list. If there are minor issues, a schedule of remedial action will be agreed with that accommodation unit and any groups due to use that accommodation unit will be informed of potential risks.

(See Appendix 3)

- 2.5 Accommodation will be graded as one of the following three levels of conformity: -
 - HIGH CONFORMITY (conforms to standards).
 - ACCEPTABLE CONFORMITY (Minor non-conformities; room for improvement).
 - UNACCEPTABLE (Unsafe, do not use).
- 2.6 Owners/Managers of accommodation units are required to inform Discover the World Education if any changes occur that may require re-inspection or reconfirmation of safety and hygiene standards and public liability insurance.
- 2.7 Records of all audits will be kept. In the event of complaints regarding safety from tour leaders or managers, DTWE will immediately conduct further investigation and re-audit where necessary. The customer service log is monitored so that accidents, incidents or ill health can lead to further investigation and re-audit where necessary.
- 2.8 Spot check inspections of accommodation will be made by visiting staff as is feasible through the three year period. Records of spot checks will be kept. If necessary, DTWE will immediately conduct further investigation and re-audit where necessary.

Accommodation Provided by Agents

- 2.9 Where agents are used they will be required to complete an Agent Contract confirming that accommodation they provide has a current fire certificate or the local equivalent, appropriate insurance cover and confirmation of compliance with hygiene standards and conform to specific standards to improve client safety. (See Appendix 4)
- 2.10 All agents will be made aware of the safety standards required by DTWE. (See Appendix 2)
- 2.11 DTWE will inspect all accommodation units used for more than five parties each year. Accommodation used less than five times per year are required to comply with local safety and hygiene standards. (Appendix 5)

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Accommodations are subject to spot checks from DTWE staff.

If any accommodation unit does not meet the minimum safety standards required, a formal review will be held with the agent concerned and remedial training will be provided where required.

- 2.12 A record of all Agent contracts and the condition imposed will be maintained. Where inspections are carried out these will also be recorded as for Directly Contracted Accommodation above.
- 2.13 In the event of complaints regarding safety from group leaders or managers, DTWE will immediately contact the Agent to conduct further investigation and re-audit as appropriate. Where necessary DTWE will visit the accommodation unit concerned.



UK based coach operators

3.1 DTWE does not currently use UK based coach operators. If reason to do so occurs, the coach operator will be required to complete the coach audit form or be subject to a supplementary audit. They will be required to show membership of the appropriate coach safety regulatory bodies. (See Appendix 6)

Foreign coach operators

3.2 All foreign coach operators are booked via ground agents, or directly with the transport company who are aware of our safety standards and have signed a **contract** to agree that operators must conform to local, national and international standards and must hold an operator's licence, appropriate fleet insurance and public liability insurance.

(See Appendix 7 & 8)

- 3.3 Preparation of itineraries.
 - Staff responsible for preparing itineraries are aware of European driver hour's legislation.
 - Adherence to appropriate driver hour's legislation is ensured through itineraries being checked by destination management agents or coach operators prior to a final itinerary being provided to clients.
 - Itineraries are kept on file for reference.
 - Proposed outline itineraries are sent to client before payment of deposits and booking confirmation. Detailed provisional itineraries are sent after booking confirmation with a finalised version (checked by the transport provider) sent approximately two weeks before arrival.
- 3.4 Coach operators will be graded as one of the following three levels of conformity: -
 - HIGH CONFORMITY (conforms to standards).
 - ACCEPTABLE CONFORMITY (Minor non-conformities; room for improvement).
 - UNNACEPTABLE (Unsafe, do not use).

Airlines

3.5 All air transport to and from the UK is regulated by the Department of Transport and Civil Aviation Authority. Flights in other areas of the world are governed by the laws and regulations of the country concerned. It is not felt that DTWE can take any further measures.

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Rail Transportation

3.6 All rail transport is regulated nationally. It is not felt that DTWE can take any further measures.

Ferries

3.8 All ferried are regulated nationally. The level of on board safety for ferry companies used by DTWE will be checked on an annual basis and via feedback from travel groups. Liaison will be maintained with ferry companies to ensure adequate safety information is provided to group leaders. It is not felt that DTWE can take any further measures.

Sea-going vessel private hire

3.9 All operators of vessels chartered by Discover the World Education are booked via ground agents, or directly with the transport company who are aware of our safety standard and have signed a contract to agree that operators must confirm to local, national and international standards and must hold an operator's licence, appropriate fleet insurance and public liability insurance. Operators of such vessels are required to complete a ABTA "Boat Excursions Safety" self-declaration for, evaluated against the good practice guidelines within the ABTA "Boat Excursion Safety" document. (See Appendix 9)

Public Transport

- 3.10 All public transport is regulated nationally. It is not felt that DTWE can take any further measures.
- 3.11 Use of public transport by parties or individuals during the tour is outside the responsibility of DTWE. Control and care should be taken to ensure safe use by the group leader and their team.



Visits & Excursions

- 4.1 Discover the World Education will use reasonable endeavours to obtain from providers of visits and excursions evidence that health and safety has been evaluated and approved and that any potential remaining risks are brought to the attention of clients.
- 4.2 This will be achieved by requesting confirmation of the safety information from the venue or excursion operator and activity health and safety guidance to assist schools with their risk assessments where appropriate.

(See Appendices 10 & 11)

- 4.3 In addition the company will monitor customer feedback forms which are sent out to the group leaders of each tour and any safety issues raised will be immediately investigated.
- 4.4 The safety standards of leisure venues visited by the client as additional activities beyond the suggested itinerary are the client's responsibility.



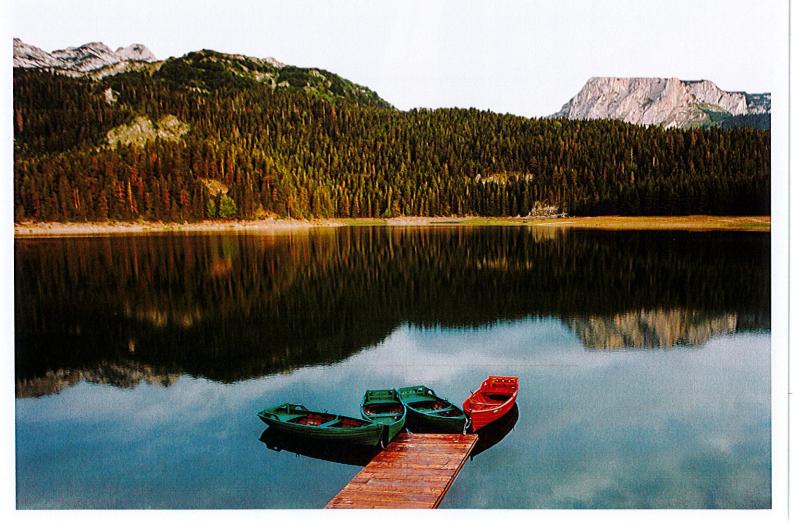


Incidents, Accidents & Near Misses

5.1 Discover the World Education will encourage clients, suppliers and staff to report any safety-related issue immediately. This will assist the company to investigate any accident or safety complaint. An accident or incident report form will be provided to all group leaders prior to travel and are shared with all staff and suppliers including tour leaders.

(See Appendices 12, 14, 15 & 16)

- 5.2 Where an accident or incident report highlights a safety issue, fault or omission DTWE will investigate the concern to ensure that necessary action is taken to resolve the issue.
- 5.3 A record will be kept of all reported accidents or incidents which are brought to the attention of DTWE and this will be regularly reviewed and appropriate action taken.





Pre-Tour Safety Information

- 6.1 Discover the World Education will provide all groups with health and Safety information prior to travel. This guidance will include:
 - · Emergency procedures
 - Emergency contact telephone numbers
 - Information on local hospitals and medical centres for their destination
 - · Comprehensive health and safety guidance to assist schools with their trip risk assessments
- 6.2 Discover the World Education offers group and individual Teacher Inspection Visits to destinations not previously visited by individuals to enable group leaders to carry out their own risk Assessment of the accommodation and excursion venues. The visits will offer travel and accommodation to group leaders at reduced rates.





Emergency Procedures

- 7.1 Discover the World Education operates a 24hour emergency contact procedure for use in the event of a serious emergency. This is provided to clients and suppliers.
- 7.2 The Duty Office on call will have access to all the relevant emergency numbers of suppliers, contact numbers and instructions as to how to access itineraries of groups travelling.
- 7.3 Information as to the emergency numbers and other information will be available to the group leaders and coach operators prior to the tour departing.
- 7.4 When an emergency or serious incident is reported it will be recorded on an Incident Report form. (See Appendix 14)
- 7.5 Tour guides will be requested to complete and return a report from to their operations manager. This is turn will be forwarded to DTWE. (See Appendix 17)





8.1 Discover the World Education acknowledged the duty of care to safeguarding and promote the welfare of children and is endeavours to ensuring safeguarding practice reflects <u>OEAP Guidance</u> best practice and UK government statutory national guidance to organisations such as tour operators (<u>Working Together To Safeguard Children</u>) and that our practice is mindful of <u>UK government statutory national guidance</u> to schools.

8.2 The Policy recognises that the welfare and interests of children are paramount in all circumstances. It aims to ensure that regardless age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all children:

- have a positive and enjoyable experience on our school trips in a safe child centred environment.
- are protected from abuse whilst participating in our school trips.

8.3 This Safety Management Policy should be read in conjunction with the DTWE Safeguarding Policy and Guidance document. (See Appendix 18)





Whistleblowing

9.1 Discover the World Education welcomes and encourages its staff and partners to come forward and voice any concerns they have about potential safeguarding failures or unsafe practice, so these can be dealt with effectively. We want staff and suppliers to feel able to raise concerns without fear of reprisals, rather than overlooking a problem. DTWE staff and suppliers have a responsibility to raise concerns, and doing so will help prevent the problem worsening or widening, will protect or reduce risk to others, and prevent the whistle-blower from becoming implicated.

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10.1 Staff will be trained to an appropriate level to enable them to carry out their role within the safety management system. Initially the training will include product training, health and safety overview, airline & insurance training.

(See Appendix 19)

10.2 Training will be given to ensure personnel are fully aware of the requirements of the SMS and their role within that plan. Staff are trained to flag concerns or any potential auditing needs to trained auditors.

(See Appendix 19)

10.3 Training will be given about the STF and who is qualified in the department for accommodation and coach auditing.

(See Appendix 19)

- 10.4 Refresher and up-date training will be carried out as necessary, either internally or through health and safety consultants.
- 10.5 Training undertaken by personnel is recorded. (See Appendix 19)
- 10.6 The training needs of individuals shall be assessed from time to time taking into account the accuracy of information provided during assessments, their general performance in safety issues and upon request from the individual where they feel they do not have the correct training to complete safety assessments.

Discover the World Ltd, Managing Director

Signed	Luo Loce,
Name	Clive Stacey
Position/Job Title	Managing Director
Dated	19/07/23

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